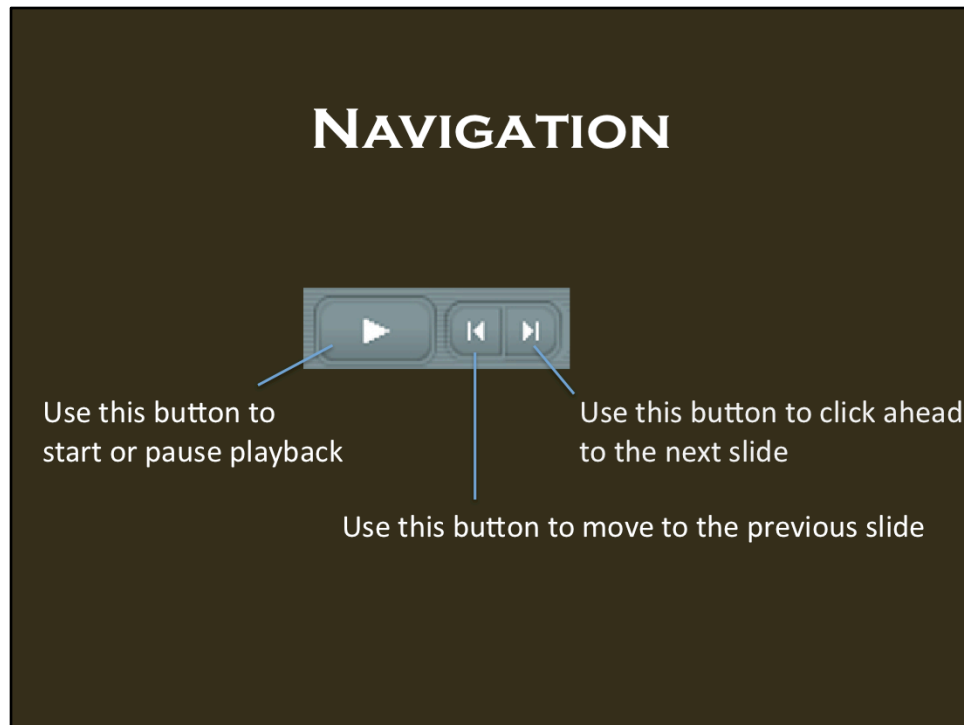




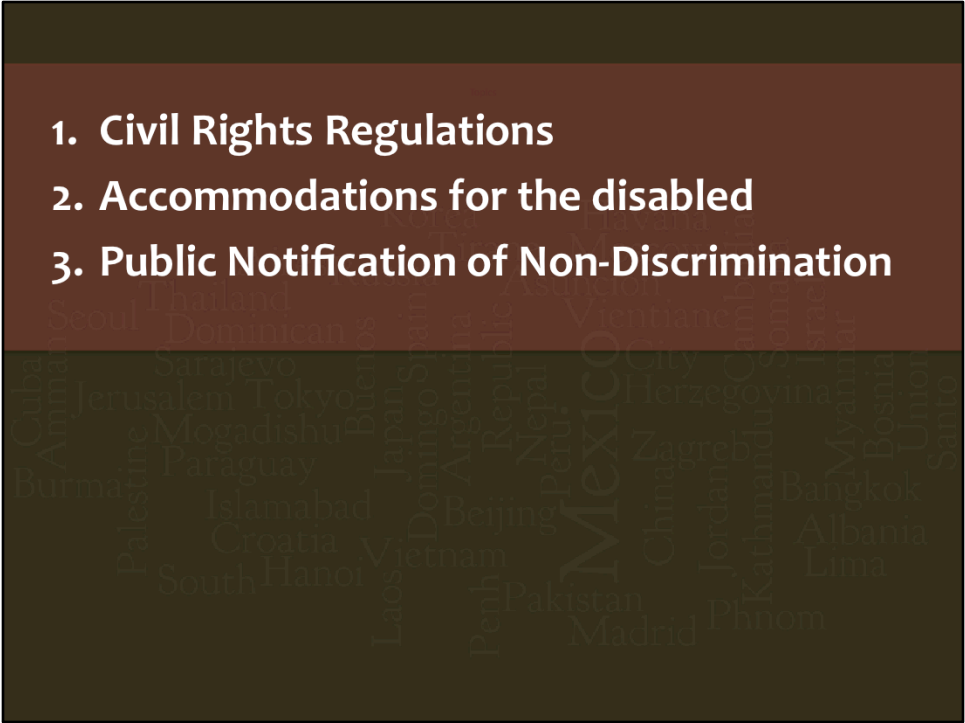
Welcome to Civil Rights Basics module. This module is 1 of 5 that make up the course and will take about 15 minutes to complete. Civil rights is an important topic in WIC because it is critical that we serve all people equally and ensure equal access to WIC services.

This course is mandatory for newly hired WIC staff but can be used as a refresher for current staff.

To confirm the requirement, you will need to sign the WIC Civil Rights Training Registry. You will be reminded at the end of the module.



This screen highlights the essential navigation elements for the course.

- 
- 1. Civil Rights Regulations**
  - 2. Accommodations for the disabled**
  - 3. Public Notification of Non-Discrimination**

This module covers these three topics.

At the end of this module you will

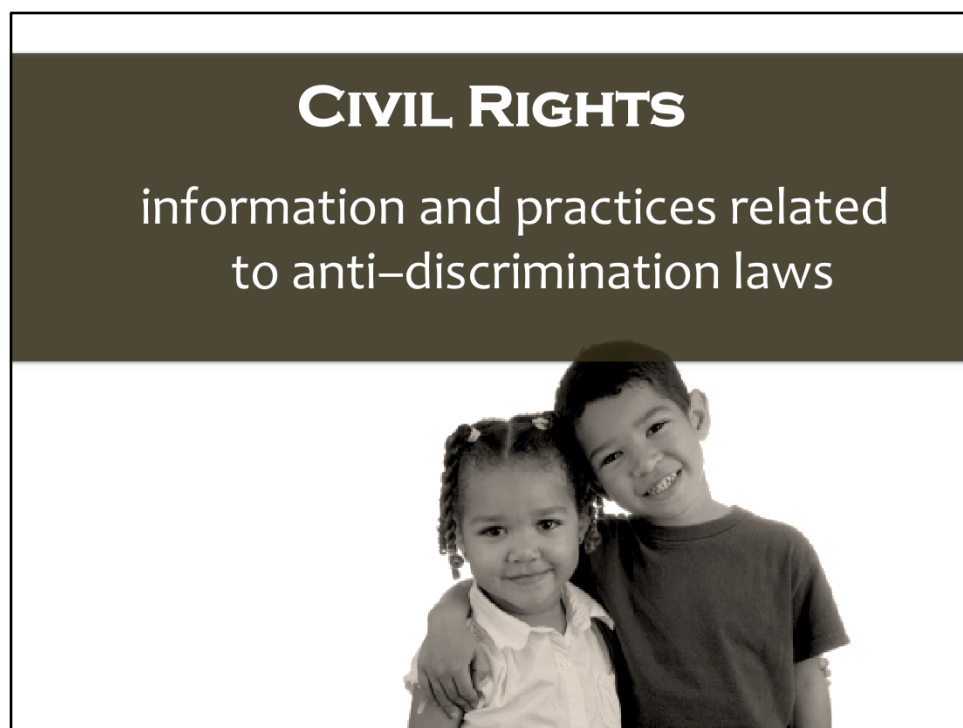
- Understand the regulations affecting the WIC Program to prevent acts of discrimination
- Know how to accommodate participants with visual, hearing and speech impairments, and
- Understand the use of non-discrimination statements.

Throughout this course, you will be able to explore the topics through interactions and real-world scenarios.



It's your responsibility to be familiar with policies 10.14 & 10.51. These policies will be referred to throughout the course but can be found on WICPro. You can also find them on the homepage for this course.





“Civil Rights” can have many meanings. For this training, it refers to information and practices related to anti-discrimination laws.

Civil rights regulations protect designated classes. This means people can’t be discriminated against based on certain characteristics like color of skin. Can you guess what other characteristics are protected under these laws?

*Type in as many characteristics you believe are protected by anti-discrimination laws applied by WIC. Then click the compare button and evaluate the results.*

Type characteristics here

**WIC Protected Classes**

- Race
- Color
- National origin/ancestry
- Sex
- Age
- Disability

How did you do?

It's important to know these protected classes. Click ahead to continue.

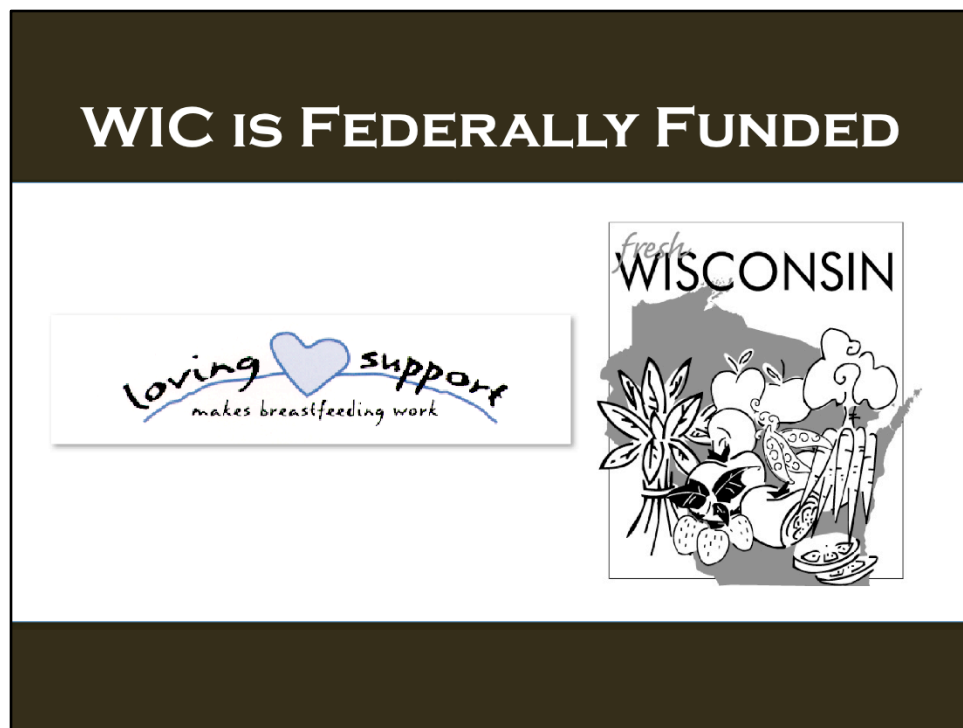
In this exercise you will learn the characteristics of the protected classes for anti-discrimination in WIC. When you have completed the interaction, click ahead to continue.

Interaction: Type in as many characteristics you believe are protected by anti-discrimination laws applied by WIC. Then click the compare button and evaluate the results.

Answer: Race, Color, National Origin/ancestry, Sex, Age, and Disability. It's important to know these protected classes.



The protected classes that WIC abides by are listed here.



WIC is federally funded along with other Wisconsin programs like Breastfeeding Peer Counseling and the Farmers' Market Nutrition Program (FMNP).

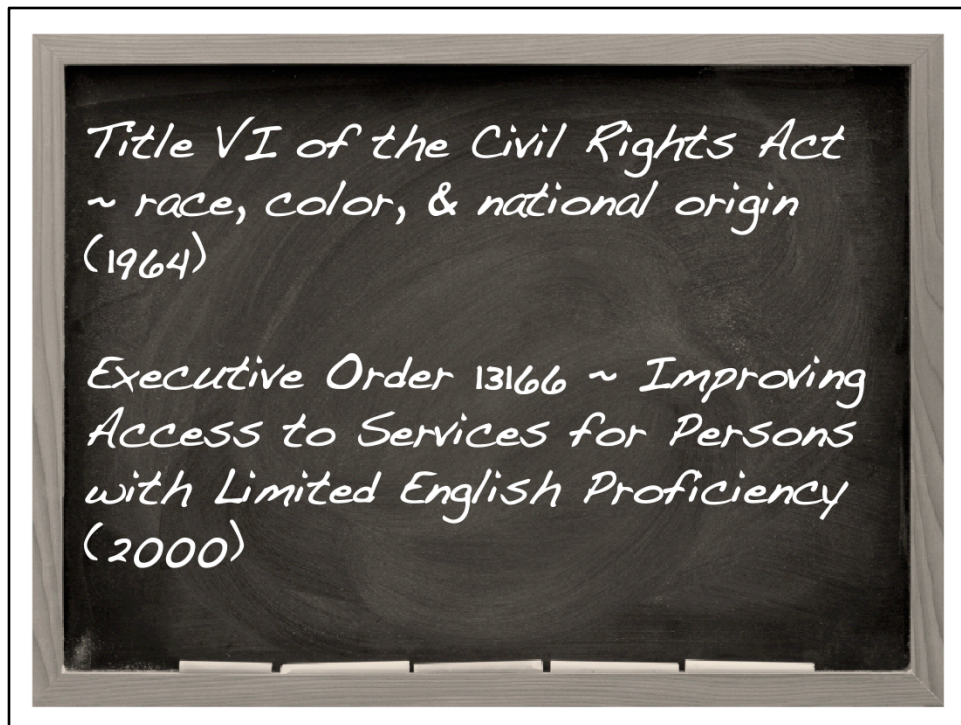
Federal financial assistance includes any grant funds that the Wisconsin Department of Health Services receives from the US Department of Agriculture which are then given to the local projects.

## TITLE VI

No person on the ground of race, color, or national origin, shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance.



Because WIC is federally funded it must abide by Title VI regulations. Please take a moment to read the description here and then click ahead.



Title VI protects for race, color, and national origin. Executive Order 13166 protects people for whom English is not their first language.

Let's explore this further.



Race is a socially defined population that is derived from distinguishing physical characteristics that are genetically transmitted.

Color is skin tone within a racial category.

For example, African Americans or Hispanics may be light skinned or dark skinned.

If someone states “I feel discriminated against because I’m white,” the investigation would be based on race.





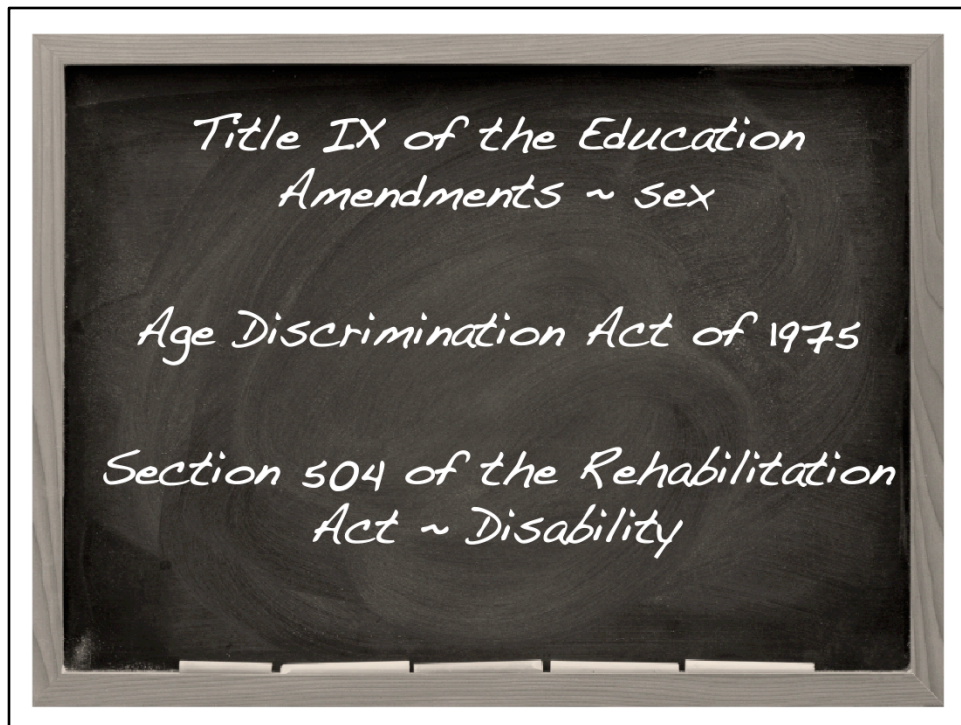
National origin refers to a people having common origins, traditions and language.

These regulations protect individuals from discrimination based on their national origin, which is the country that they come from or ancestry. This is the same as family line or descent.





WIC is required to improve access to services to persons who, as a result of national origin, are limited in their English proficiency. Some ways that WIC Projects improve access are by using interpreters and written materials translated into languages other than English.



These other regulations deal with discrimination based on sex, age and disability.

Title 9 of the Education Amendment prohibits discrimination based on sex under any education program or activity. For WIC this means that fathers or male proxies can receive nutrition education as well as females.

The Age Discrimination Act prohibits discrimination based on age in programs and activities

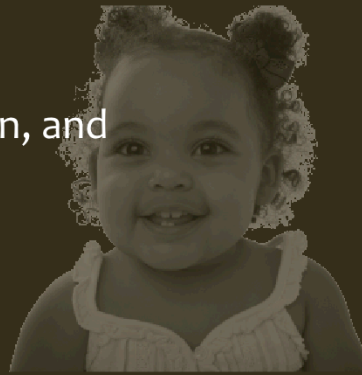
WIC is a categorical program, meaning that it serves a specific group of people – women, infants and children up to age 5. The WIC federal regulations sometimes take precedence over age discrimination. For example, the WIC Program does not discriminate against 8 year olds because the WIC regulations specifically set up the Program to serve children less than 5 years of age. Also, WIC provides to all eligible pregnant and postpartum women and does not discriminate against pregnant teens because of their age.

504 – The Rehabilitation Act prohibits discrimination based on disability. In other words, WIC cannot withhold services based on disability.

## **ADA-AMERICANS WITH DISABILITIES ACT OF 1990**

Guarantees equal opportunity for  
individuals with disabilities in:

- employment
- public services
- public accommodation, and
- telecommunications



In addition to the Rehabilitation Act, the ADA – Americans with Disabilities Act also guides our actions for working with WIC participants.

ADA prohibits discrimination on the basis of disability in all services, programs and activities.

WIC Policy 10.14 states that at least one WIC site must be handicapped accessible and other sites should be but are not required. Other ways to provide services are holding the WIC appointment on the ground floor, or consider making home visits.

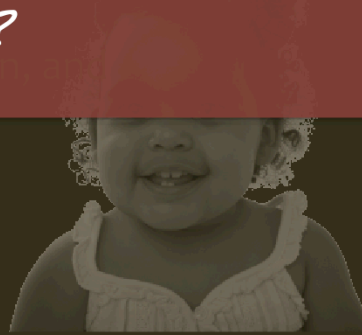
If an applicant or participant has a physical challenge, it is required to be recorded in ROSIE; this will be covered in module 2.

## ADA-AMERICANS WITH DISABILITIES ACT OF 1990

*DO YOU HAVE HANDICAPPED  
ACCESSIBILITY IN YOUR MAIN  
OFFICE?*



Communications



Do you have handicapped accessibility in your main office?



**A person who has a physical or mental impairment which substantially limits one or more major life activities, has a history or record of such an impairment, or is perceived by others as having such an impairment.**

Please read over this definition of individuals with disabilities.

## Ms. September Case



Would you consider this an example of discrimination?

Start the exercise

In this activity, you will hear the case of Ms September. After completing the exercise, click ahead.

A Client, Ms. September, with a disabled child is expected to carry her child up on flight of stairs to a second floor office for certification. Could this be considered discrimination?

Interaction: Would you consider this an example of discrimination?

Answer: This is discriminatory. It is not acceptable to make a client carry a child up a flight of stairs in order to receive program services. If services are provided on the second floor, an elevator must be available or services have to be provided through alternative means. Alternatives could be: modifying the facility to make it accessible, relocating the program to an accessible site, or providing services at an alternative site.





It is up to local WIC projects to make reasonable accommodations for WIC participants during the application process and appointments, (pause) also in the processing of complaints or appeals.

Keep in mind that you may not actually see the disability: either the WIC participant will tell you or you will need to ask during the application process. It is important to know this information so you can make accommodations.

Here are some examples of accommodations that can be made but what is critical is just to talk to the participants to find out what they really need.

For participants or parents with hearing, vision, or speech impairments, effort must be made to provide formats and assistive devices that will work best for them.

For example the Wisconsin Telecommunications Relay System can be used for making appointments or communicating between appointments. The Relay System allows a telephone user who may be deaf, hard of hearing or speech impaired to call or be called by anyone using a voice telephone. Check your local telephone book for information about how to use the Wisconsin Telecommunications Relay System.

For individuals who are visually impaired, provide materials in a format that allow accessibility to the information. Materials may be in large print, audio taped, translated into Braille, read to them or in another format. The State WIC Office pays for sign language interpreter services. Contact the State WIC Office for the scheduling and billing procedures.

## Ms. January Case

Arrived 15 minutes late

Legally blind and unable to read forms

Receptionist spoke loudly

Appointment canceled

Would you consider this an example of discrimination?  
(Why yes? Why no?)

In this activity, you will hear the case of Ms January. After completing the exercise, click ahead.

Ms. January has discovered that she is four months pregnant and wants to sign up to receive WIC services. She was previously on the WIC program with her other children whom are now teenagers. She calls the North area WIC office and schedules an appointment. On the day of her appointment, Ms. January arrives at the clinic site 15 minutes late for her appointment with all the required paperwork. When she walks up to the receptionist desk, the receptionist notices that Ms. January is legally blind and unable to read the forms. The receptionist becomes nervous and does not know how to help Ms. January, so she speaks loudly to inform her that they will need to reschedule her appointment. When Ms. January asks why the appointment needs to be rescheduled, the receptionist loudly states that, "It is because we are not equipped to assist people with your condition". The receptionist informs her that there may be someone to assist her "kind of people" at her next appointment.

Interaction:

Would you consider this an example of discrimination?

Answer: This is an example of discrimination. It appears that this is a case of discrimination based on Ms. January's disability. Rescheduling Ms. January's appointment delayed her receiving WIC benefits. WIC Projects must make reasonable accommodations for those with disabilities. If Ms. January files a complaint, the federal authorities will conduct an investigation and determine if this complaint is noncompliant with Civil Rights regulations.



## Ms. January Case

Arrived 15 minutes late

Legally blind and unable to read forms

Receptionist spoke loudly

Appointment canceled

What would you do differently at the site to prevent future occurrence of this nature?

Type in your answers here and then press the play button for expert advice.

Interaction: What would you do differently at the site to prevent future occurrence of this nature?

Answer: It would have been helpful if the receptionist routinely asked applicants while making appointments if any accommodations will be needed for the appointment. When assistance is needed, it can be arranged in advance of the appointment.

When receptionist didn't know how to help Ms. January, she could have asked for help from other staff members or her supervisor. Perhaps the appointment could have taken place. In circumstances when a staff person does not know what to do, treat the applicant in a polite manner.

At the appointment, the receptionist should have asked Ms. January what assistance she might need to determine if the appointment could have taken place before rescheduling it. Something as simple as staff reading the forms to her during the appointment might have met her need. Additional materials could have been provided to Ms. January after the appointment, perhaps materials with larger print or in Braille.

Because the receptionist did not know how to handle the situation, further education and training of all staff is needed on the topics of customer service and civil rights. The trainings should include accessibility issues and working with persons with the different types of disabilities. Current procedures need to be reviewed with all staff or new procedures need to be established and reviewed with all staff. If changes are necessary, these would be discussed with the clinic team to identify possible solutions and discussed at a staff meeting.

## **WIC Non-Discrimination Statement**

In accordance with Federal law and U. S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

Have you seen this statement before?

**WIC NON-DISCRIMINATION STATEMENT**

By signing my name, I acknowledge that I have read or a WIC staff has read to me the WIC Rights and Responsibilities of a WIC participant, and that the information I have given is correct, to the best of my knowledge. WIC staff may check the information. I know that I have a copy of the WIC Rights and Responsibilities in the WIC Folder.

Participant Name(s)	Family ID No.
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SIGNATURE - WIC Participant, Parent, Guardian, Foster Parent or Caregiver	Date Signed
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SIGNATURE OF PERSON DETERMINING INCOME ELIGIBILITY	Date signed
--	-------------

SIGNATURE AND TITLE OF PERSON DETERMINING FINAL ELIGIBILITY – WIC CPA	Date Signed
--	-------------

In accordance with Federal law and U. S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

The statement is required on all WIC materials for public information, public education or public distribution that identifies or describes the WIC Program.

Staff who work on newsletters, appointment reminders, project forms, brochures, handouts, and outreach materials must also add the statement. The font of this statement should be the same size or very close in size to surrounding text in order to be effective. The intent is that the type size not be so small that it is difficult to read.

See policy 10.51 for more detailed information.

**WIC Non-Discrimination Statement**

By signing my name, I acknowledge that I have read or a WIC staff has read to me the WIC Rights and Responsibilities of a WIC participant, and that the information I have given is correct, to the best of my knowledge. WIC staff may check the information. I know that I have a copy of the WIC Rights and Responsibilities in the WIC Folder.

Participant Name(s)		Family ID No.
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SIGNATURE \_\_\_\_\_ Date Signed \_\_\_\_\_

*WHAT DO YOU DO WHEN THE STATEMENT DOES NOT FIT ADEQUATELY ON A WIC DOCUMENT?*

WIC CNA

In accordance with Executive Order 12816, the Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

What do you do when the statement does not fit adequately on a WIC document?

## WIC NON-DISCRIMINATION STATEMENT

- “This institution is an equal opportunity provider.”
- “The WIC Program is an equal opportunity provider.”
- “The Farmers’ Market Nutrition Program is an equal opportunity provider.”

### **Deje Que WIC Trabaje Para Su Familia**

El Programa Mujeres, Infantes y Niños (WIC) de Wisconsin ofrece alimentos e información acerca de nutrición para madres y niños para ayudarles a mantenerse sanos y fuertes.

Usted y su niño pueden ser elegibles para WIC si

- ▲ Viven en Wisconsin
- ▲ Está embarazada, da pecho a su bebé o acaba de tener un bebé
- ▲ Su niño tiene menos que cinco años
- ▲ Tiene alguna necesidad nutricional
- ▲ Sus ingresos están bajo el límite.

**Para más información, llame al: 1-800-722-2295**

**Internet: [dhfs.wisconsin.gov/wic](http://dhfs.wisconsin.gov/wic)**

DHFS DPH PPH 4785C (rev. 8/05). Esta institución es un proveedor que ofrece oportunidad igual a todos.

It is recommended to use the longer statement except in cases when the material is too small for the full statement. Knowing when to use the short statements is tricky so when needed go to policy 10.51 in WICPro. The short statement is available in Spanish and Hmong.

## *Non - Discrimination Statements*

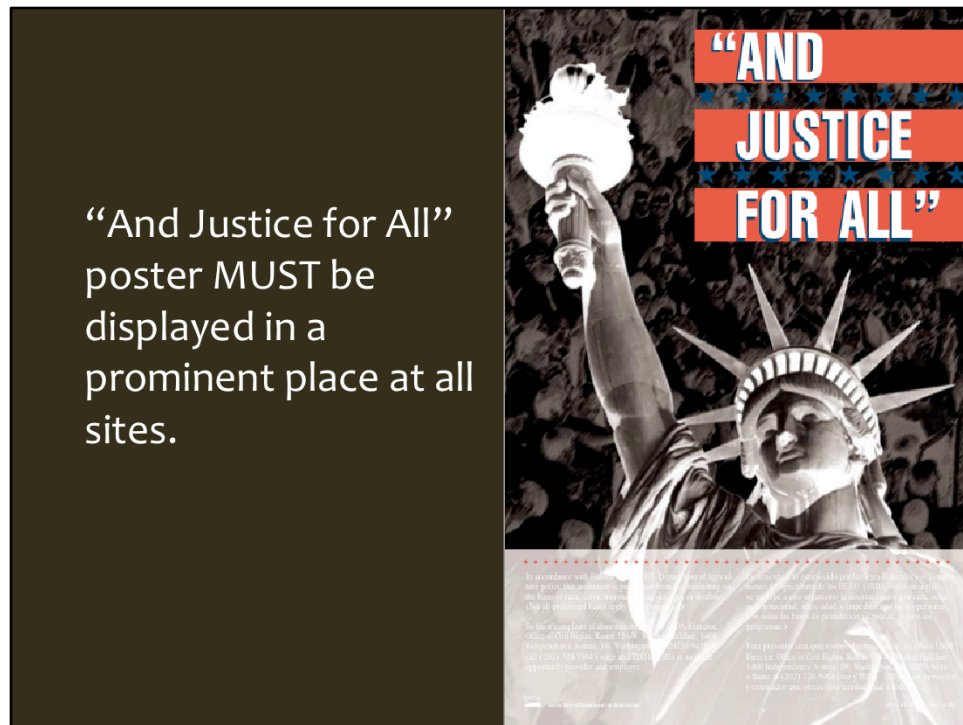
In your role, how do you think you might use the non-discrimination statements?

- ☐ Create documents that require the non-discrimination statement.
- ☐ Evaluate documents to ensure non-discrimination statement is used accurately.
- ☐ I don't know.

Please select the ways in which you might use the non-discrimination statements. Then click ahead.

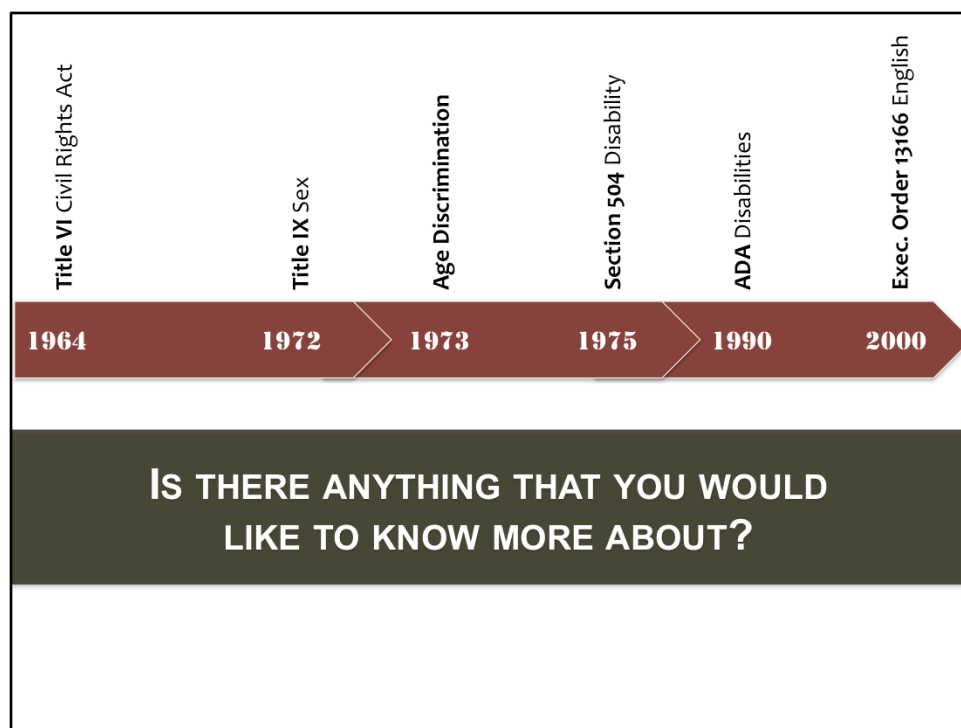
Interaction: In your role, how do you think you might use the non-discrimination statements?

- Create documents that require non-discrimination
- Evaluate documents to ensure non-discrimination statement is used accurately.
- I don't know.



Besides adding the non- discrimination statement to WIC documents, the poster must be displayed in a prominent place at all sites. For satellite sites, staff should remember to take it along and post in a waiting area or lobby.

## Civil Rights: Basics



The timeline here illustrates regulations that you learned about throughout the module.



## QUESTIONS?



- Review policies 10.14 and 10.51
- Ask Project WIC Director
- Contact Regional Office Nutrition Consultant or Milwaukee County WIC office (if you work in Milwaukee)
- Contact WIC Operations Coordinator at State WIC Office

This wraps up module 1 of 5. Have any questions? Use the resources that are listed here.

**SIGN THE TRAINING REGISTRY &  
THEN CONTINUE WITH MODULE 2**

